(d) The following are the major steps taken to create jobs in tribal and rural areas to bridge inter-regional imbalances and economic disparities:

- The National Rural Employment Guarantee Scheme guarantees wage employment of 100 days, in a financial year, to each household whose adult member volunteer to do unskilled work. The scheme has proved an important measure of empowerment of Scheduled Castes and Scheduled Tribes. It has been extended to all 596 rural districts in the Union Budget 2008-09.

- Financial support to Scheduled Tribe beneficiaries/entrepreneurs in the form of term loans and micro credit at concessional rate of interest for income generating activities.

- Tribal Cooperative Marketing Development Federation of India Ltd. (TRIFED) is engaged in marketing development of tribal products and their retail marketing through its sale outlets.

Complaints of credit card holders

2410. SHRIMATI SHOBHANA BHARTIA: Will the PRIME MINISTER be pleased to state:

(a) whether Government or Reserve Bank of India (RBI) have received complaints from credit card holders that banks are overcharging interest from them;

(b) if so, the details thereof;

(c) whether the RBI has directed banks to follow the circular issued to them on 7 May, 2007 and prescribe a ceiling rate of interest including processing and other charges;

(d) if so, whether the banks are not following the directives of the RBI and found overcharging interest from the credit card customers; and

(e) if so, the steps Government proposes to take in this regard to ensure that customers are not harassed by banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL): (a) to (e) The revised Banking Ombudsman Scheme, 2006 empowers the offices of Banking Ombudsman to receive and resolve the complaints in respect of credit/debit cards. However, the existing Management Information System of RBI does not bifurcate the complaints relating to credit card operations further into categories such as overcharging interest etc.

RBI issued a Circular dated 7th May, 2007 on 'Complaints about excessive interest charged by banks' advising all commercial banks to put in place appropriate internal principles and procedures so that usurious interest, including processing and other charges are not levied by them on loans and advances. Further, the banks have been advised that while laying down such principles and procedures in respect of small value loans, particularly personal loans and such other loans of similar nature, banks should keep in view the broad guiding principles enumerated

in the above circular such as prescribing an appropriate prior approval process for sanctioning such loans, incorporating a reasonable and justified risk premium in the interest rate charged by the banks, fixing justifiable interest and all other charges levied on a loan as well as ceiling thereof, etc. The banks have been advised to suitably publicise its policy in this regard.

Further, RBI has, *vide* its circular dated 23rd July, 2008, advised the banks that the instructions contained in RBI circular dated 7th May, 2007 in respect of small value personal loans and loans similar in nature, would apply to credit card dues also.

Competition between PSU and private sector banks

2411. SHRI O.T. LEPCHA: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that Public Sector Undertaking (PSU) banks are losing business to private sector domestic banks;

(b) if so, the details thereof; and

(c) the steps being taken to boost the working of PSU banks so as to enable them to compete with private sector banks efficiently?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL): (a) and (b) Public sector banks (PSBs) account for the majority of market share (around 70%) of the entire banking system as at end March 2007 and March 2008. In terms of capital adequacy, both PSBs as well as private sector banks are well above the regulatory requirement of 9% of Capital to Risk Weighted Asset Ratio (CRAR). As regards the performance indicators measured by return on assets (ROA) and return on equity (ROE), ROA of PSBs stood lower than private sector banks mainly because the PSBs discharge various social and national obligations, and also operate branches in remote and unbanked areas of the country where margins are low. As on March 2007 and 2008, ROE of PSBs stood higher than that of private sector banks. The details of PSBs and private sector banks on key performance parameters are indicated below:-

(Amount Rs. in crore)

Items	March-2007		March-2008	
	Public sector	Private sector	Public sector	Private sector
1	2	3	4	5
Deposits	19,11,993	5,43,361	23,56,776 (23.26)	6,66,637 (22.69)
Advances	13,73,777	4,20,145	16,96,929 (23.5)	4,72,345 (12.42)